stryker®

Operations/ Maintenance Manual

Medical

Surgistool
Model 830

Important Information
File in your maintenance records

For parts or technical assistance call
800 327 0770 (option 2)

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INTRODUCTION

This manual is designed to assist you with the operation and maintenance of the Model 830 Surgistool II. Read it thoroughly before using the equipment or beginning any maintenance on it.

SPECIFICATIONS

Maximum Weight Capacity	300 pounds
Upper/Lower Height Range	28.5 – 21 inches
Upper/Lower Height Range w/2” Riser Kit	30.5 – 23 Inches

Stryker reserves the right to change specifications without notice.

WARNING / CAUTION / NOTE DEFINITION

The words WARNING, CAUTION and NOTE carry special meanings and should be carefully reviewed.

WARNING

Alerts the reader about a situation, which if not avoided, could result in death or serious injury. It may also describe potential serious adverse reactions and safety hazards.

CAUTION

Alerts the reader of a potentially hazardous situation, which if not avoided, may result in minor or moderate injury to the user or patient or damage to the equipment or other property. This includes special care necessary for the safe and effective use of the device and the care necessary to avoid damage to a device that may occur as a result of use or misuse.

NOTE

This provides special information to make maintenance easier or important instructions clearer.

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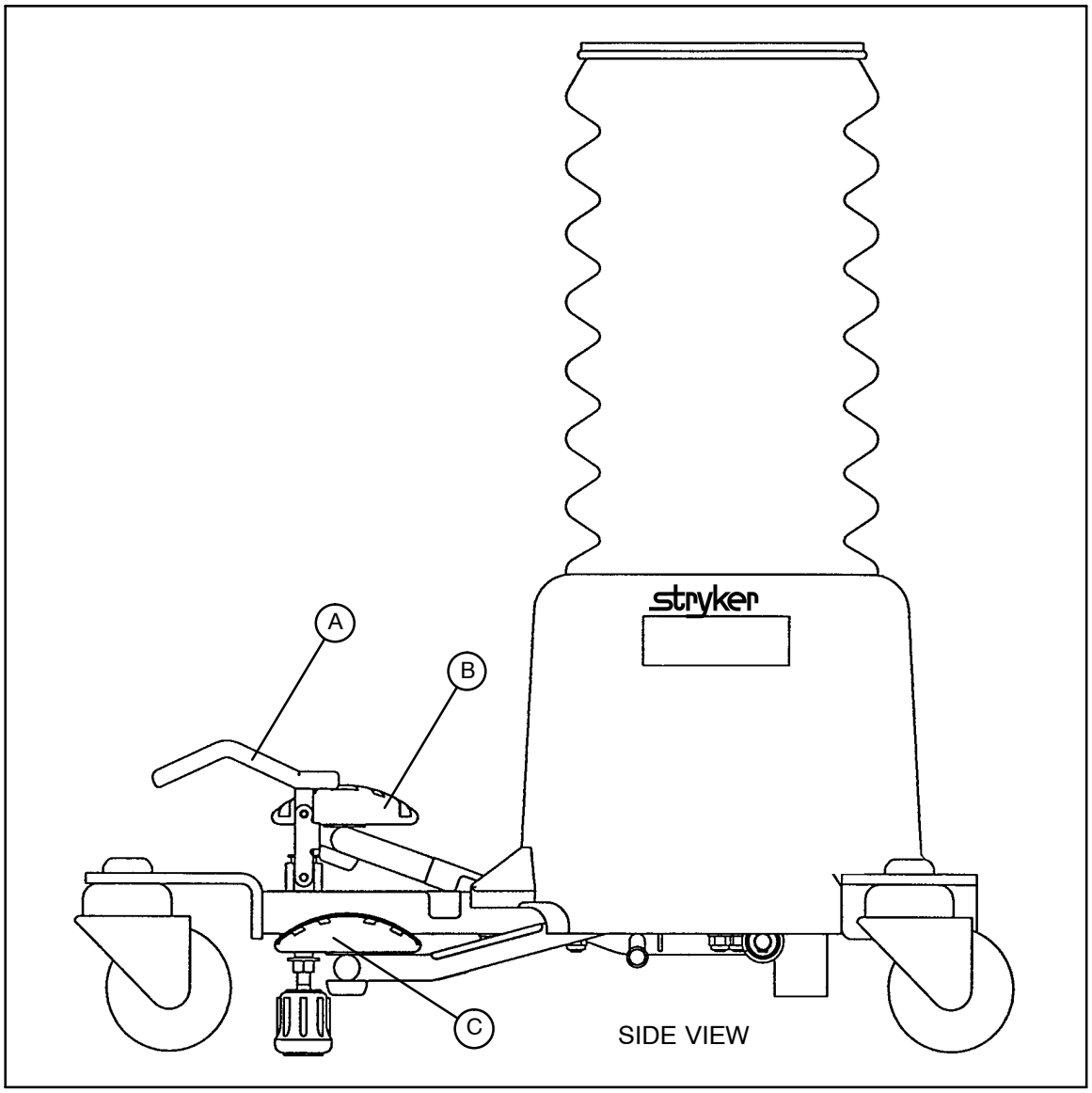
BASE PEDAL OPERATION



(A) Push down to set Surgistool brake. Lift up to release brake.

(B) Pump to raise Surgistool height.

(C) Depress to lower Surgistool height.

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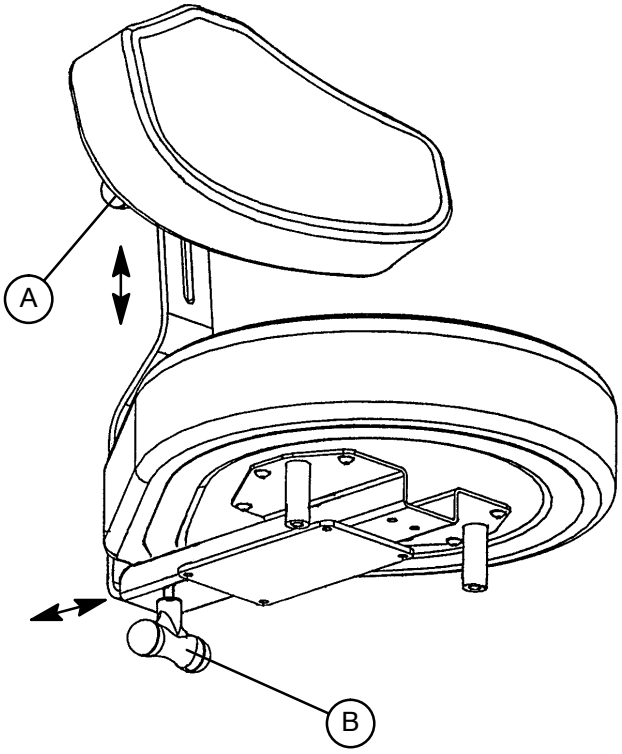
ADJUSTING THE BACK REST



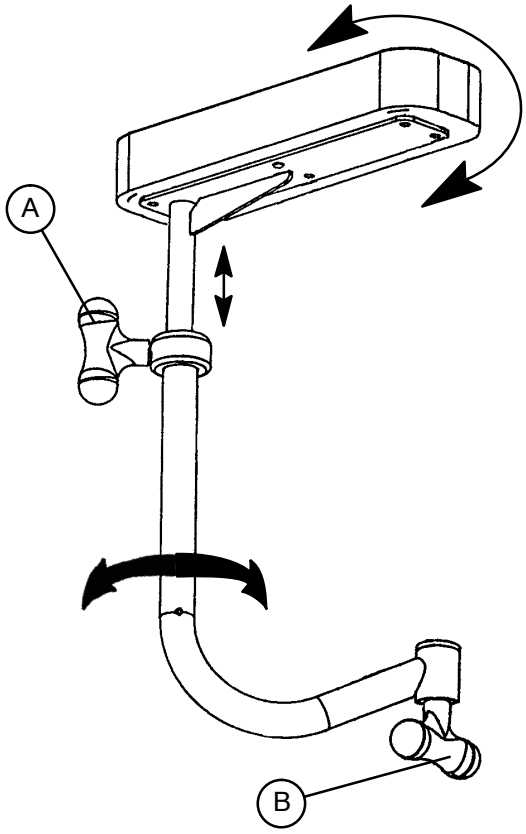
To adjust the height of the back rest, turn knob (A) counterclockwise. Slide the back rest up or down to the desired height. Turn knob (A) clockwise and tighten until the back rest is secure.

To move the back rest closer to the seat or farther away from the seat, turn knob (B) counterclockwise. Slide the back rest in or out. Turn knob (B) clockwise until the back rest is secure.

ADJUSTING THE OPTIONAL WRIST RESTS

To adjust the height of the optional wrist rests, turn knob (A) counterclockwise. Raise or lower the wrist rest to the desired height. Turn knob (A) clockwise until the wrist rest is secure.

To pivot the wrist rest assembly, turn knob (B) counterclockwise. Pivot the wrist rest to the desired position. Turn knob (B) clockwise until the wrist rest assembly is secure.



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Preventative Maintenance

CHECKLIST

——— All fasteners secure (reference all assembly prints)
——— Brake pedal engages with proper tension (page 9)
——— All casters secure and swivel properly
——— Wrist rests swivel and raise properly
——— No rips or cracks in seat, back rest or wrist rest covers
——— All adjustment knobs intact and functioning properly
——— No leaks at hydraulic connections
——— Hydraulic jack holding properly (page 7)
——— Hydraulic drop rate set properly (page 7)
——— Hydraulic oil level sufficient (page 8)
——— Lubricate where required

Serial No. _____ _____ _____

_____ _____ _____

Completed By:_____ Date:_____

NOTE
The serial number label is located under the base frame (see page 11 for reference)

NOTE
Preventative maintenance should be performed at a minimum of annually. A preventative maintenance program should be established for all Stryker Medical equipment. Preventative maintenance may need to be performed more frequently based on the usage level of the product.

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Cleaning

Hand wash all surfaces with warm water and mild detergent. Dry thoroughly. DO NOT STEAM CLEAN, PRESSURE WASH, HOSE OFF OR ULTRASONICALLY CLEAN. Using these methods of cleaning is **not** recommended and may void this product's warranty.

In general, when used in those concentrations recommended by the manufacturer, either phenolic type or quaternary type disinfectants can be used. Iodophor type disinfectants are not recommended for use because staining may result. The following products have been tested and have been found not to have a harmful effect WHEN USED IN ACCORDANCE WITH MANUFACTURERS RECOMMENDED DILUTION.*

TRADE NAME	DISINFECTANT TYPE	MANUFACTURER	*MANUFACTURER'S RECOMMENDED DILUTION
A33	Quaternary	Airwick (Professional Products Division)	2 ounces/gallon
A33 (dry)	Quaternary	Airwick (Professional Products Division)	1/2 ounce/gallon
Beaucoup	Phenolic	Huntington Laboratories	1 ounce/gallon
Blue Chip	Quaternary	S.C. Johnson	2 ounces/gallon
Elimstaph	Quaternary	Walter G. Legge	1 ounce/gallon
Franklin Phenomysan F2500	Phenolic	Purex Corporation	1 1/4 ounce/gallon
Franklin Sentinel	Quaternary	Purex Corporation	2 ounces/gallon
Galahad	Phenolic	Puritan Churchill Chemical Company	1 ounce/gallon
Hi–Tor	Quaternary	Huntington Laboratories	1/2 ounce/gallon
LPH	Phenolic	Vestal Laboratories	1/2 ounce/gallon
Matar	Phenolic	Huntington Laboratories	1/2 ounce/gallon
Omega	Quaternary	Airwick (Professional Products Division)	1/2 ounce/gallon
Quanto	Quaternary	Huntington Laboratories	1 ounce/gallon
Sanikleen	Quaternary	West Chemical Products	2 ounces/ gallon
Sanimaster II	Quaternary	Service Master	1 ounce/gallon
Vesphene	Phenolic	Vestal Laboratories	1 1/4 ounce/ gallon

Quaternary Germicidal Disinfectants, used as directed, and/or Chlorine Bleach products, typically 5.25% Sodium Hypochlorite in **dilutions ranging between 1 part bleach to 100 parts water, and 2 parts bleach to 100 parts water are not considered mild detergents. These products are corrosive in nature and may cause damage if used improperly.** If these types of products are used to clean Stryker equipment, measures must be taken to insure the unit is rinsed with clean water and thoroughly dried following cleaning. Failure to properly rinse and dry the unit will leave a corrosive residue on the surface of the unit, possibly causing premature corrosion of critical components.

NOTE

Failure to follow the above directions when using these types of cleaners may void this product's warranty.

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HYDRAULIC SYSTEM TROUBLESHOOTING

PROBLEM/SYMPTOM	SOLUTION
Jack will not raise to full height.	Add hydraulic fluid (see below). Check for leaks.
Jack will not hold in raised position.	Close the needle valve completely. If the jack holds, replace valve (page 9). If the jack does not hold, replace jack.
Jack will not pump up.	Remove excess air (vacuum) in system (see below). If the jack still will not pump up, replace jack.

Contact Stryker technical support at 1−800−327−0770 for further assistance.

REMOVING EXCESS AIR (VACUUM) FROM THE HYDRAULIC SYSTEM

1. Pump the jack completely up and continue to pump the pedal after the jack reaches the top. This will force the air through the system and the jack should now pump up.

JACK DESCENT RATE ADJUSTMENT

1. Pump the jack up to full height.
2. The descent rate butterfly valve is located on the manifold assembly. Reach under the base hood and turn the valve clockwise to decrease the rate of descent. Turn it counterclockwise to increase the rate of descent.

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CHECKING HYDRAULIC FLUID LEVEL

Required Tools:

5/32” Allen Wrench
3/8” Open End Wrench
3/4” Open End Wrench
Needle Nose Pliers

Procedure:

1. Using a 5/32” Allen wrench and a 3/8” open end wrench, remove the four button head cap screws and four nylock nuts under the seat holding the seat assembly to the base.
2. Using needle nose pliers, remove the cotter pin under the base weldment plate.
3. Remove the base hood (see page 9).
4. Be sure there are no hydraulic leaks. If there are, the hydraulic jack must be replaced.
5. Lower the jack to the full down position.
6. Using a 3/4” open end wrench, slowly turn the fill plug located on the side of the reservoir counterclockwise to allow excess system pressure to vent. Remove the fill plug.
7. The hydraulic fluid should be visible at the bottom of the fill hole. If it is not, add Mobil Aero HFA hydraulic fluid (Stryker part number 2020−70−475) until the fluid is visible at the bottom of the fill hole. Replace the fill plug.

CAUTION

Use of other types of oil may damage hydraulic units.

8. Replace the base hood.

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BASE HOOD REMOVAL

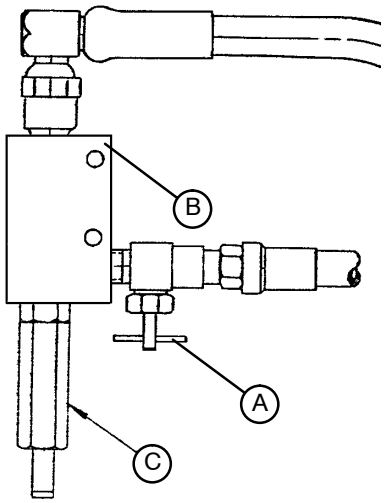
Required Tools:

Standard Screwdriver
5/32” Allen Wrench
7/16” Open End Wrench
Bungee Cords or String

Procedure:

1. Using a standard screwdriver, pop off the 3 black plastic caps covering the screws holding on the base hood, being careful not to damage the caps.
2. Remove the nylock nuts, cap screws and washers holding the base hood to the base frame.
3. Lift up the hood and, using bungee cords or string, secure the hood to the bottom of the seat assembly.
4. After service is complete, lower the hood and reinstall the fasteners and protective caps.

HYDRAULIC VALVE REPLACEMENT



Required Tools:

Standard Screwdriver
3/4” Open End Wrench

Replacement Procedure:

1. Pump the jack fully up and raise the base hood (see above).
2. Turn butterfly valve (A) clockwise to close off the needle valve.
3. Remove the cap screw and washers holding the manifold assembly (B) on the hydraulic jack.
4. Using a 3/4” open end wrench, remove the needle valve (C) from the manifold assembly.
5. Install the new needle valve, reattach the manifold assembly, open the butterfly valve and reattach the base hood.
6. Be sure the jack is operating properly before returning the Surgistool to service.

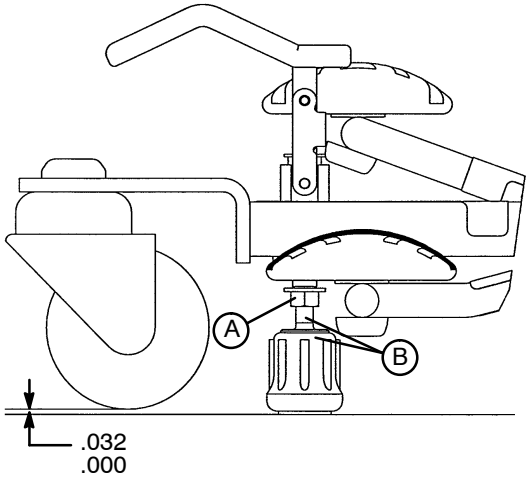
BRAKE ADJUSTMENT

Required Tools:

1/2” Open End Wrench

Adjustment Procedure:

1. Loosen the top jam nut (A) on the brake foot assembly.
2. With your fingers, turn the brake shaft assembly (B) clockwise to loosen the brake tension or counterclockwise to tighten the brake tension.
3. Tighten the top jam nut when the desired tension is achieved.



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Quick Reference Replacement Parts List

PART NAME	PART NUMBER
Brake Assembly	830–10–450
Brake Tip	830–10–451
Hydraulic Jack Assembly w/Control	830–10–70
Pad, Back Rest	830–20–20
Pad, Wrist Rest	830–40–10
Pedal, Brake	716–1–275
Pedal, Pump & Release	715–1–126
Relief Valve, Hydraulic Jack	763–20–34
Seat, Motorcycle	763–201–29
Seat, Obround Pad	830–30–10
Seat, Tear Drop Pad	830–20–10
Seat Riser Kit, 2”	830–201–28
T–Handle, Female	24–45
T–Handle, Male	24–44

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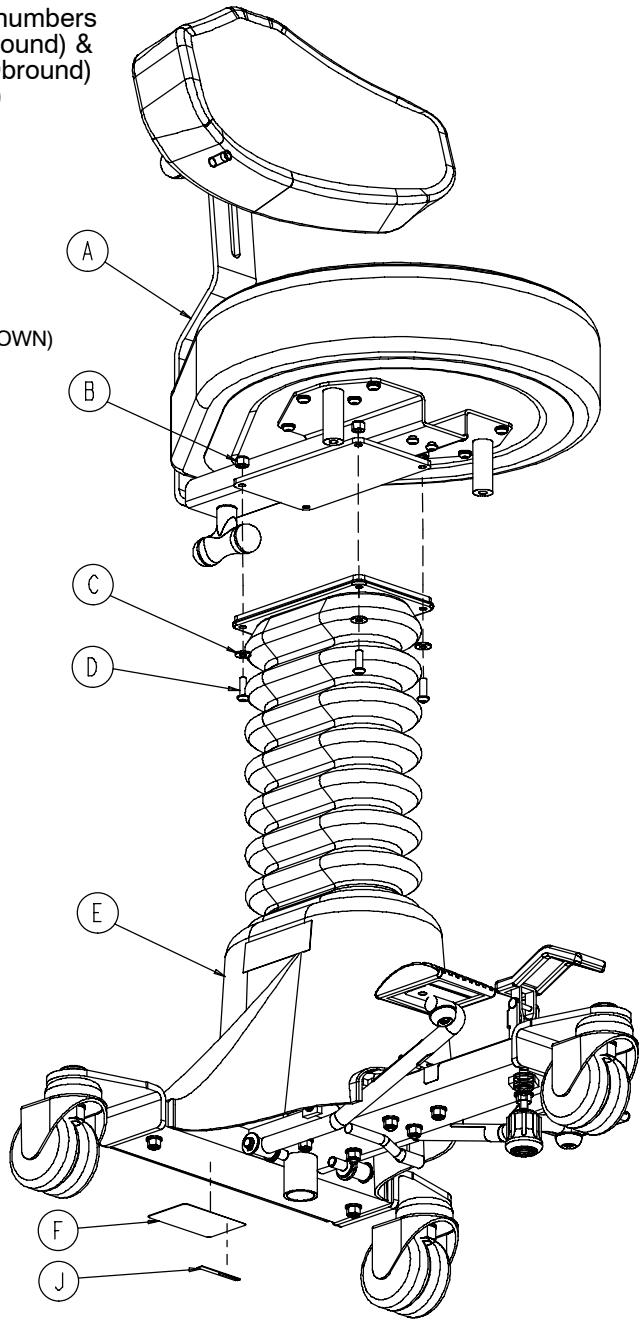
Seat to Base Assembly, Round & Obround Seat

Assembly part numbers
830–20–101 (Round) &
830–30–101 (Obround)
(reference only)

(ROUND SEAT SHOWN)



Item	Part No.	Part Name	Qty.
A	(page 13)	Seat Assembly	1
B	16–28	Nylock Nut	4
C	11–63	Flat Washer	4
D	4–193	Hex Soc. But Hd. Cap Scr.	4
E	(page 16 & 17)	Hydraulic Base Assembly	1
F	830–90–4	Name Plate	1
J	921–1–252	Serial No. Label	1

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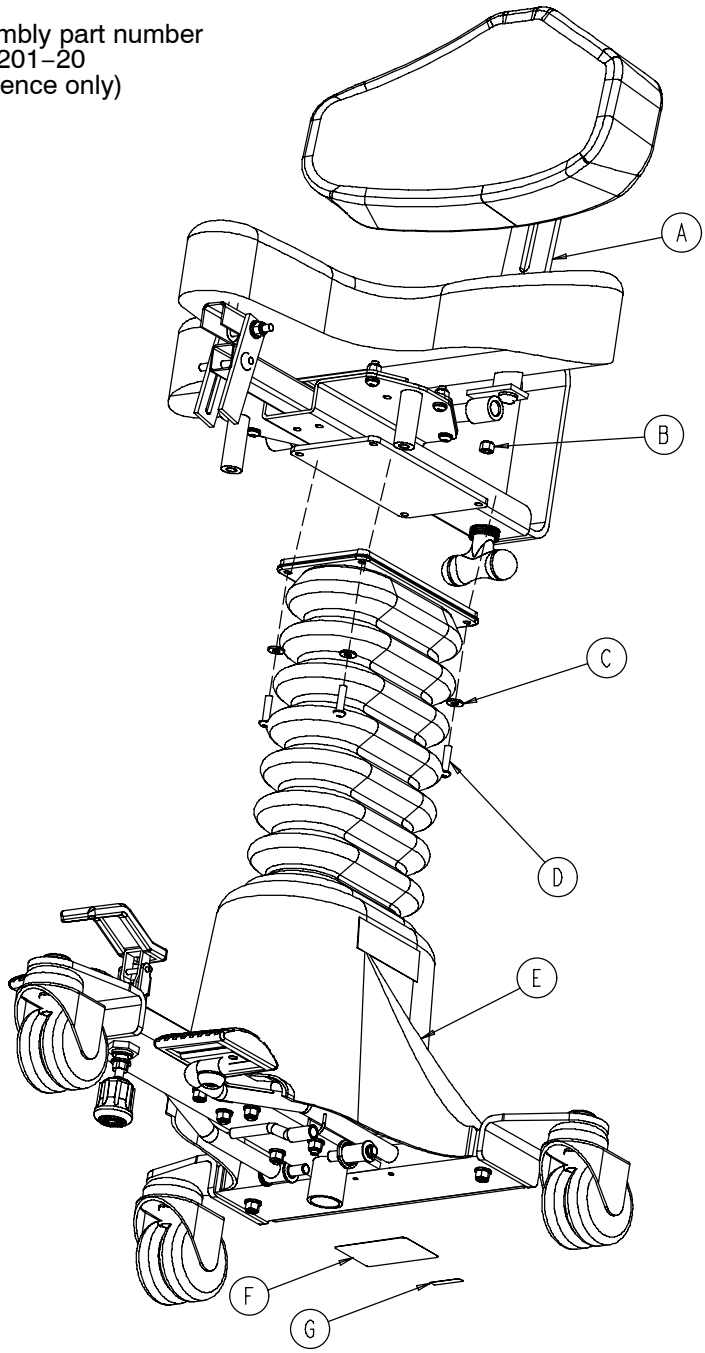
Seat to Base Assembly, Motorcycle Seat

Assembly part number
830–201–20
(reference only)



Item	Part No.	Part Name	Qty.
A	(page 14)	Motorcycle Seat Assembly	1
B	16–28	Nylock Nut	4
C	11–63	Flat Washer	4
D	4–193	But. Hd. Cap Screw	4
E	(page 16 & 17)	Hydraulic Base Assembly	1
F	830–90–4	Name Plate	1
G	921–1–252	Serial No. Label	1

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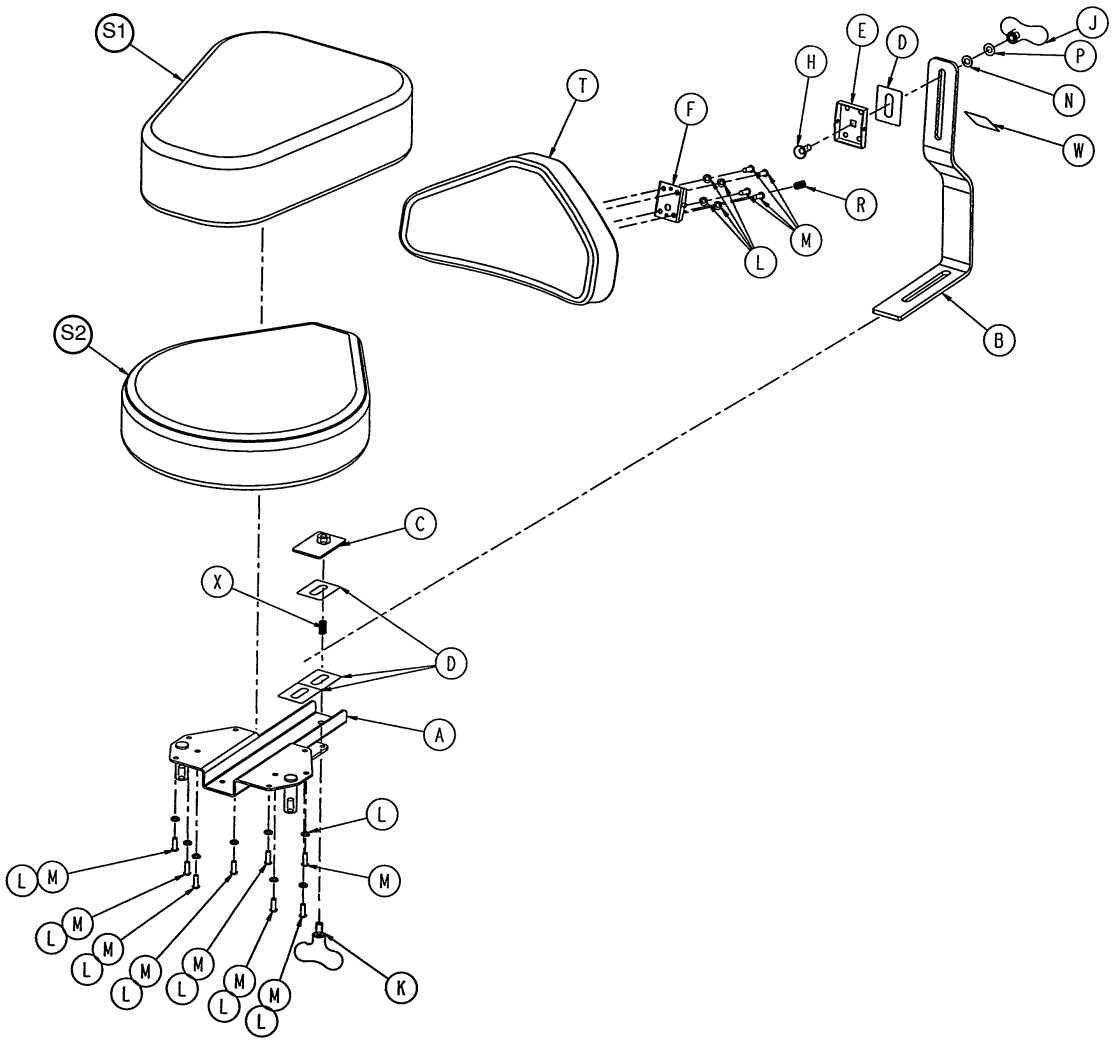
830–20–100/830–30–100 Seat Assembly, Round/Obround



Item	Part No.	Part Name	Qty.
A	830–20–30	Seat Bracket Weldment	1
B	830–20–34	Backrest Support Bar	1
C	830–20–35	Clamp Weldment	1
D	830–20–38	Wear Strip	4
E	830–20–28	Female Hinge	1
F	830–20–26	Male Hinge and Pin	1
H	830–20–27	Flat Hd. Carriage Bolt	1
J	24–45	T–Handle, Female	1
K	24–44	T–Handle, Male	1
L	12–12	Lockwasher	12
M	4–193	Hex Soc. But. Hd. Cap Screw	12
N	14–20	Nylon Washer	1
P	11–4	Flat Washer	1
R	830–20–25	Hinge Spring	1
S1	830–30–10	Obround Seat Assembly	1
S2	830–20–10	Round Seat Assembly	1
T	830–20–20	Back Rest Assembly	1
W	830–91–3	Rotation Label	1
X	38–278	Compression Spring	1

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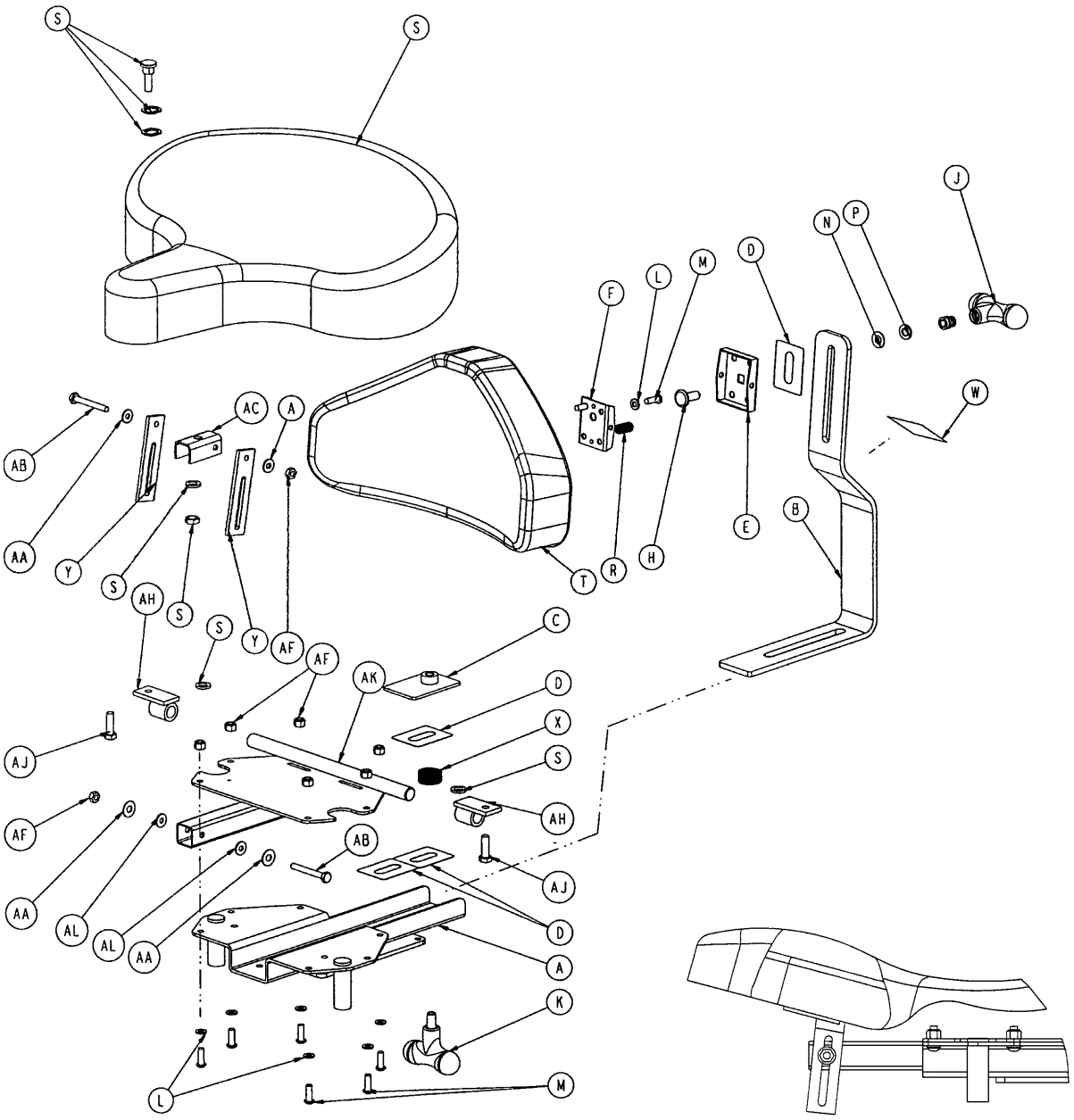
830–201–100 Motorcycle Seat Assembly



Item	Part No.	Part Name	Qty.	Item	Part No.	Part Name	Qty.
A	830–20–30	Seat Bracket Weldment	1	S	763–201–29	Seat & Mtg. Hardware	1
B	830–20–34	Backrest Support Bar	1	T	830–20–20	Back Rest Assembly	1
C	830–20–35	Clamp Weldment	1	W	830–91–3	Rotation Label	1
D	830–20–38	Wear Strip	4	X	38–278	Compression Spring	1
E	830–20–28	Female Hinge	1	Y	763–201–27	Adjustment Plate	2
F	830–20–26	Male Hinge and Pin	1	AA	11–2	Flat Washer	4
H	830–20–27	Flat Hd. Carriage Bolt	1	AB	3–76	Hex Hd. Cap Screw	2
J	24–45	Female T–Handle	1	AC	763–201–28	U–Bracket	1
K	24–44	Male T–Handle	1	AF	16–28	Nylock Nut	8
L	12–12	Lockwasher	10	AH	763–201–24	Pivot Assembly	2
M	4–193	But. Hd. Cap Screw	10	AJ	3–49	Hex Hd. Cap Screw	2
N	14–20	Nylon Washer	1	AK	830–21–12	Seat Adapter Weldment	1
P	11–4	Flat Washer	1	AL	11–179	Washer	2
R	830–20–25	Hinge Spring	1				

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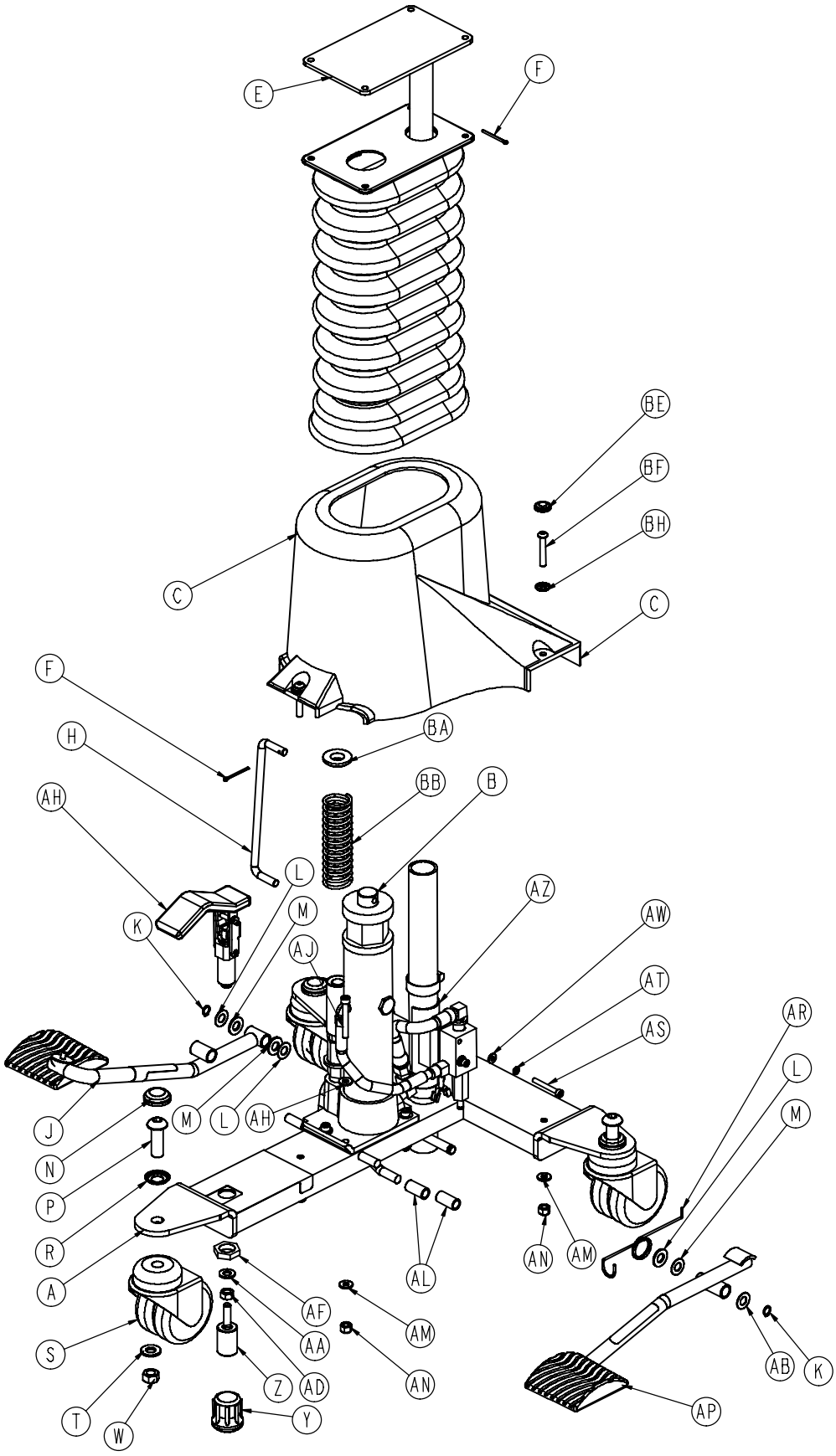
830–10–100 Base Assembly



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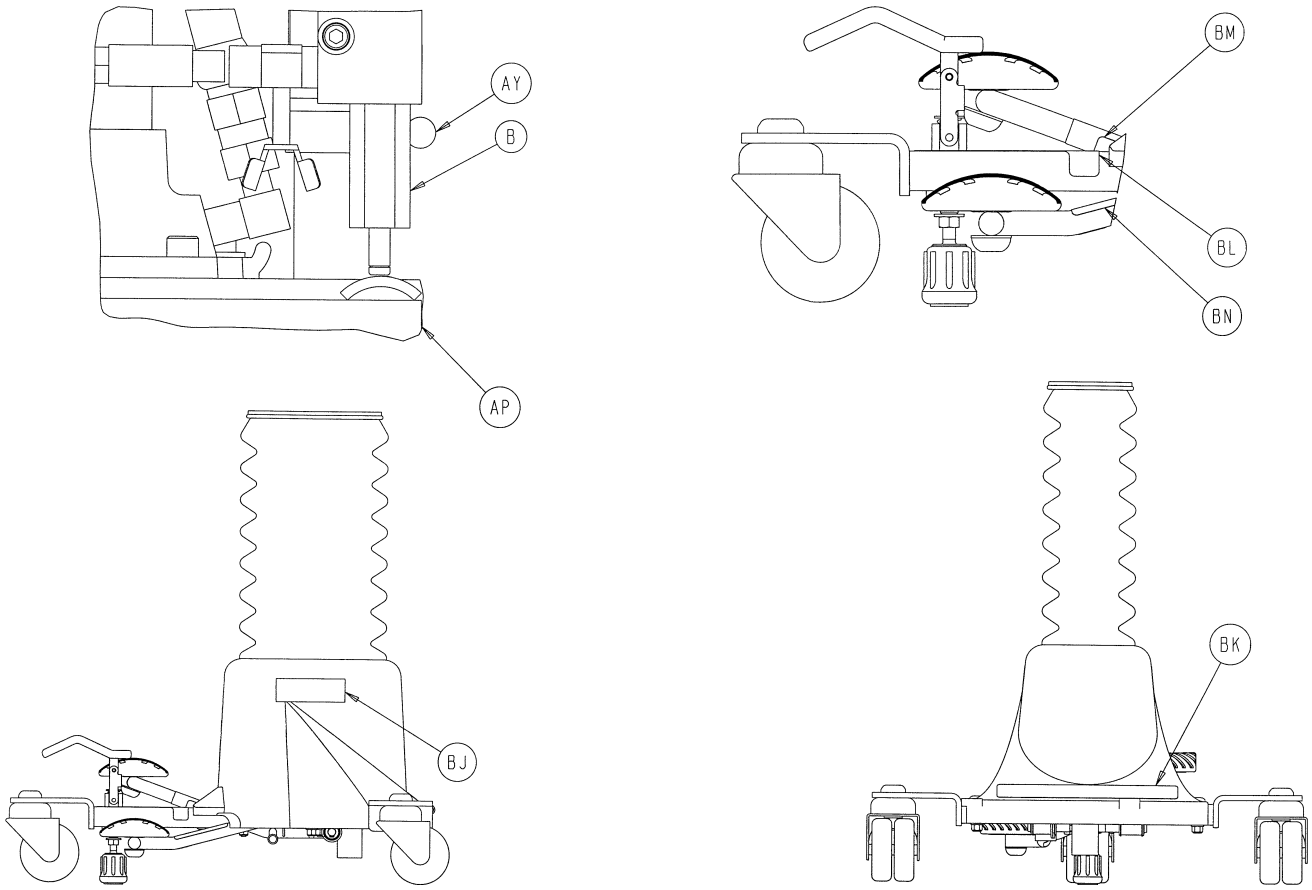
830–10–100 Base Assembly



Item	Part No.	Part Name	Qty.
A	830–10–40	Base Weldment	1
B	(page 18)	Jack & Control Assembly	1
C	830–10–50	Surgistool II Hood	1
D	830–10–51	Bellows	1
E	830–10–55	Mounting Plate Weldment	1
F	27–3	Cotter Pin	2
H	830–10–180	Pump Link Weldment	1
J	(page 21)	Pump Pedal Assembly	1
K	28–95	Retaining Ring	2
L	11–4	Flat Washer	3
M	14–20	Plastic Flat Washer	3
N	37–196	Protective Cap	3
P	4–186	But. Hd. Cap Screw	3
R	37–80	Retaining Washer	3
S	830–10–53	Caster	3
T	11–13	Flat Washer	3
W	16–64	Nylock Nut	3
Y	830–10–35	Brake Tip	1
Z	830–10–34	Foot	1
AA	11–3	Flat Washer	1
AB	14–21	Flat Washer	1
AD	15–12	Nut	1
AF	763–1–33	Brake Nut	1
AH	(page 23)*	Brake Assembly	1

Item	Part No.	Part Name	Qty.
AJ	4–20	Soc. Hd. Cap Screw	4
AL	763–20–21	Hose Sleeve	3
AM	11–63	Flat Washer	11
AN	16–28	Nylock Nut	7
AP	(page 22)	Release Pedal Assembly	1
AR	830–10–24	Release Spring	1
AS	4–85	Soc. Hd. Cap Screw	2
AT	12–5	Lock Washer	2
AW	11–16	Flat Washer	2
AY	38–15	Adjustable Clamp	2
AZ	763–20–13	Manifold Mounting Bracket	1
BA	715–1–133	Spring Guide	1
BB	763–1–15	Jack Spring	1
BC	763–1–16	Spring Guide	1
BD	390–1–67	Jack Washer	1
BE	37–55	Protective Cap	3
BF	4–135	But. Hd. Cap Screw	3
BH	37–56	Retaining Washer	3
BJ	946–1–60	Stryker Logo Label	2
BK	830–90–1	Rear Label	1
BL	830–90–2	Front Label	1
BM	830–90–6	Pump Label	1
BN	830–90–7	Release Label	1

* Complete brake assembly (including items AH, Y & Z) is part number 830–10–450. Brake tip and foot assembly (including items Y & Z) is part number 830–10–451.

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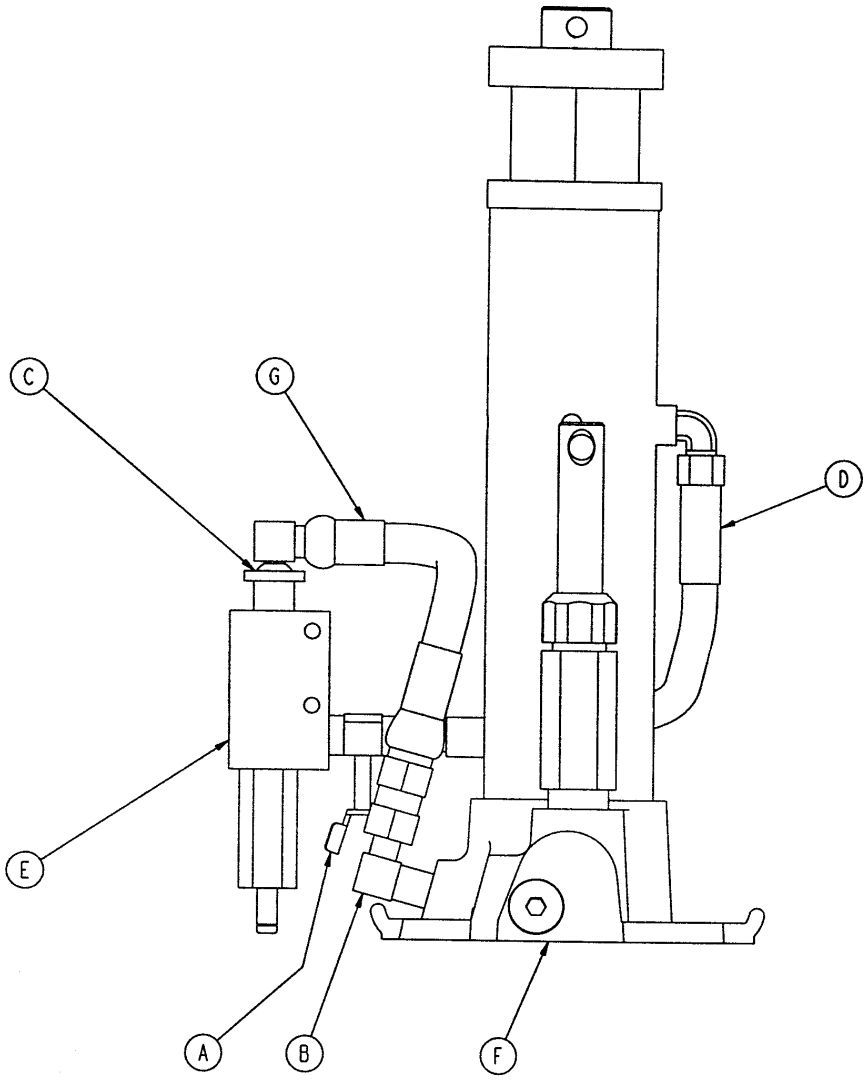
830–10–70 Jack Assembly



Item	Part No.	Part Name	Qty.
A	48–13	Needle Valve	1
B	48–146	90° Adjustable Elbow	1
C	390–2–147	L–Fitting	1
D	763–20–23	Return Line	1
E	763–20–34	Replacement Valve Ass'y	1
F	(page 19)	Jack Assembly	1
G	830–10–71	Pressure Line	1

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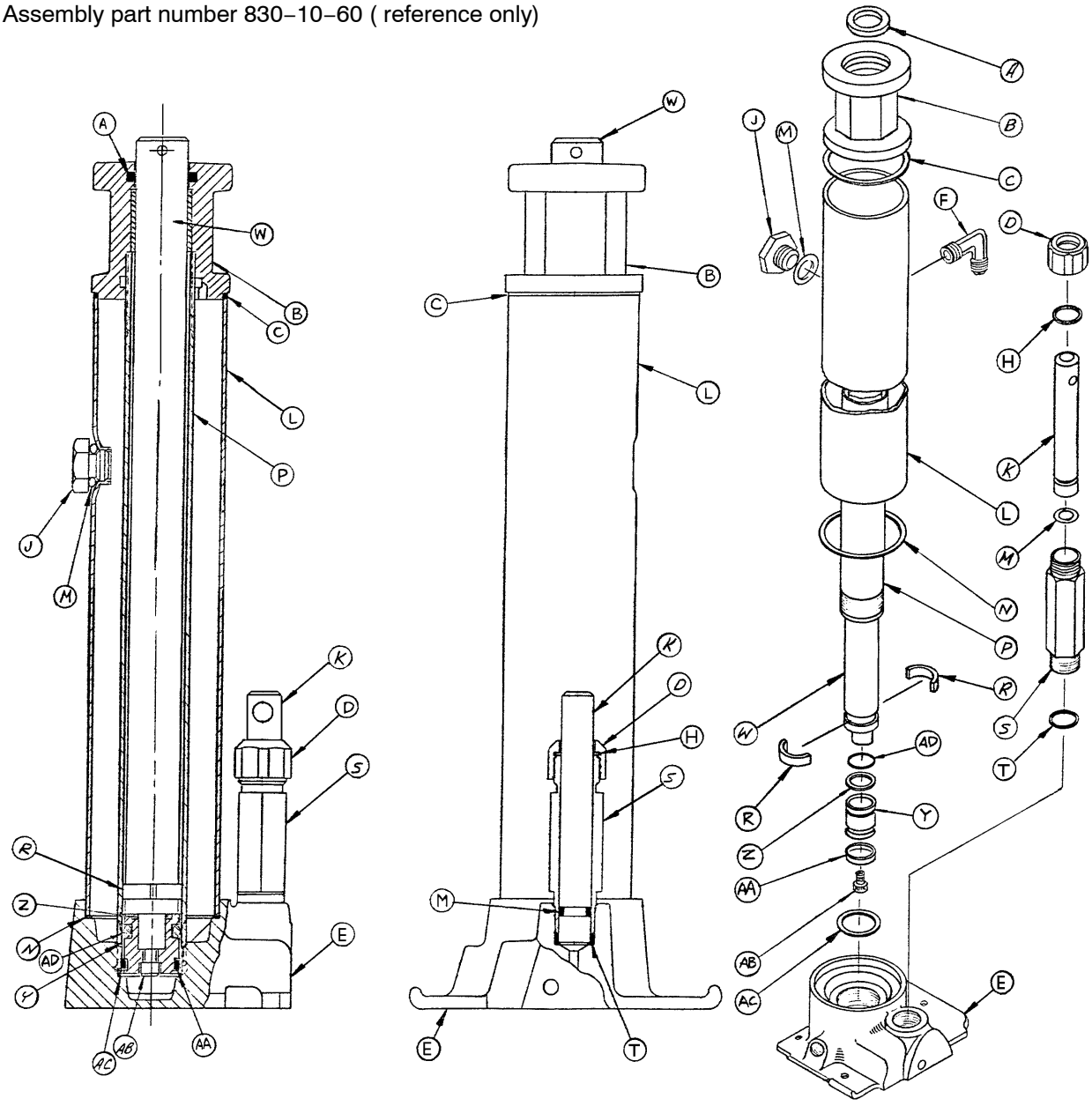
Jack Assembly

Assembly part number 830–10–60 (reference only)



Item	Part No.	Part Name	Qty.	Item	Part No.	Part Name	Qty.
A	45–904	Quad Ring	1	P	830–10–62	Actuator Cylinder	1
B	715–1–340	Machined Cap	1	R	390–2–139	Retaining Collar	2
C	390–1–243	Gasket	1	S	390–2–136	Pump Cylinder	1
D	390–2–137	Pump Cap	1	T	390–1–237	Pump Gasket	1
E	(page 20)	Jack Base Assembly	1	W	830–10–63	Actuator	1
F	390–2–147	”L” Fitting	1	Y	715–1–331	Piston End	1
H	390–2–128	Packing	1	Z	926–20–161	Cup Packing	1
J	388–1–38	Plug	1	AA	926–20–162	Wear Ring	1
K	390–2–135	Pump Piston	1	AB	4–14	Soc. Hd. Cap Screw	1
L	830–10–61	Reservoir	1	AC	390–1–238	Actuator Gasket	1
M	45–110	O–Ring	2	AD	45–14	O–Ring	1
N	390–1–244	Base Gasket	1				

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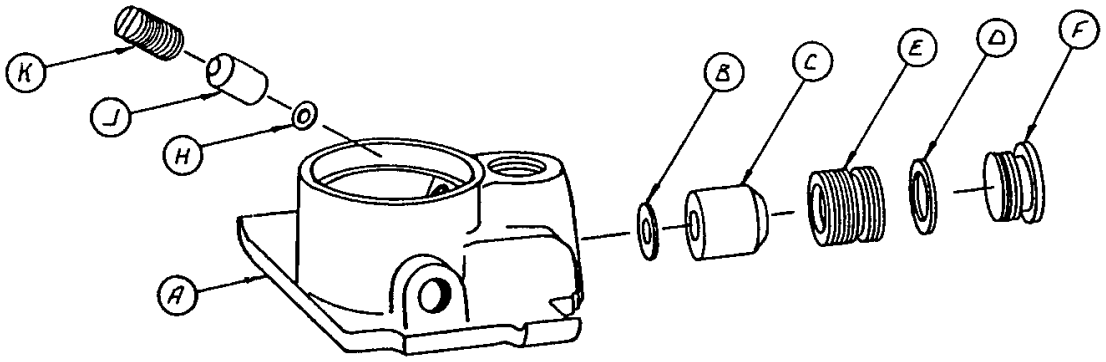
926–1–295 Jack Base Assembly



Item	Part No.	Part Name	Qty.
A	946–1–291	Jack Base	1
B	926–20–154	Seal	1
C	926–20–153	Check Valve	1
D	926–20–156	Seal	1
E	926–20–159	Valve Plug	1
F	926–20–157	Base Plug	1
H	926–20–155	Seal	1
J	926–20–152	Check Valve	1
K	926–20–158	Reservoir Plug	1

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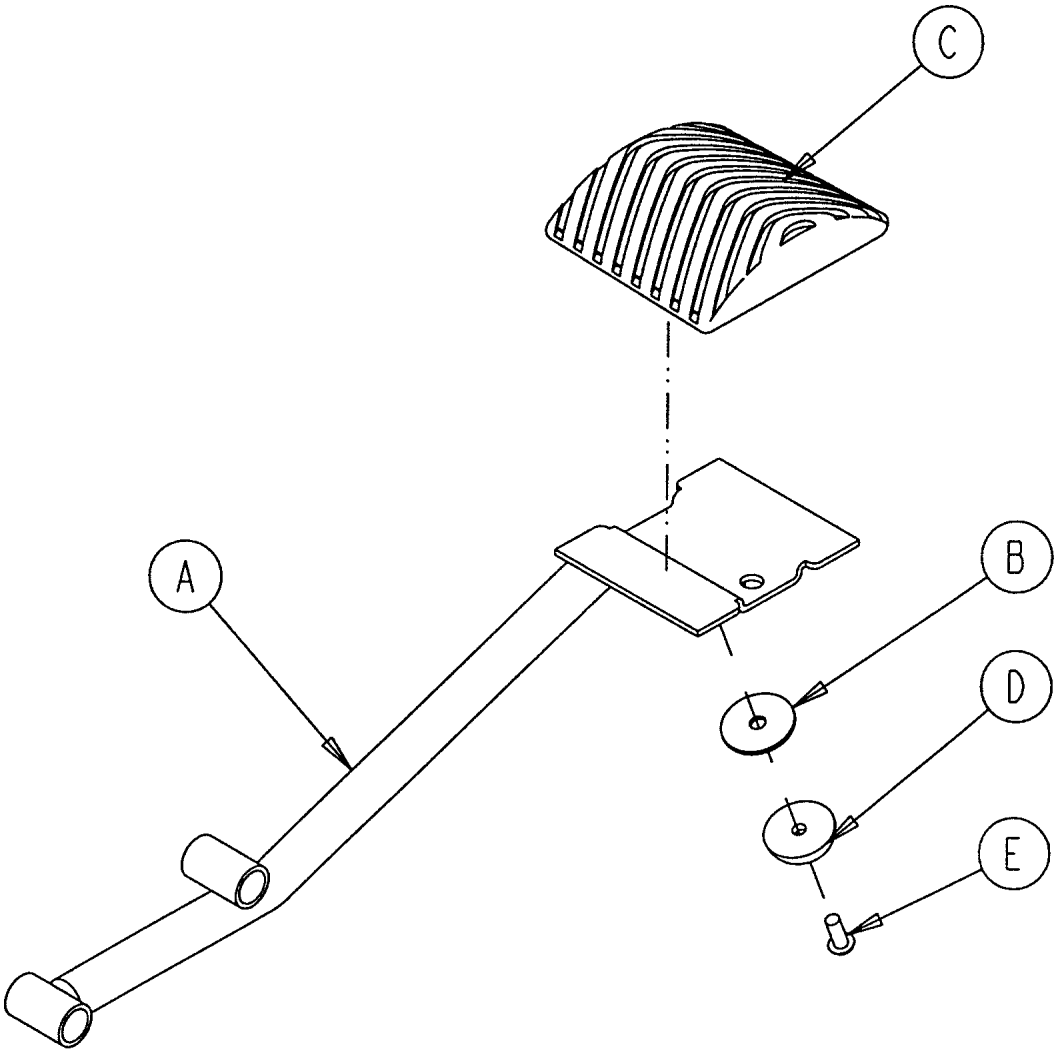
830–10–130 Pump Pedal Assembly



Item	Part No.	Part Name	Qty.
A	830–10–131	Pump Pedal Assembly	1
B	11–271	Washer	1
C	715–1–126	Pedal Pad	1
D	946–1–155	Bumper	1
E	2–18	Rd. Hd. Machine Screw	1

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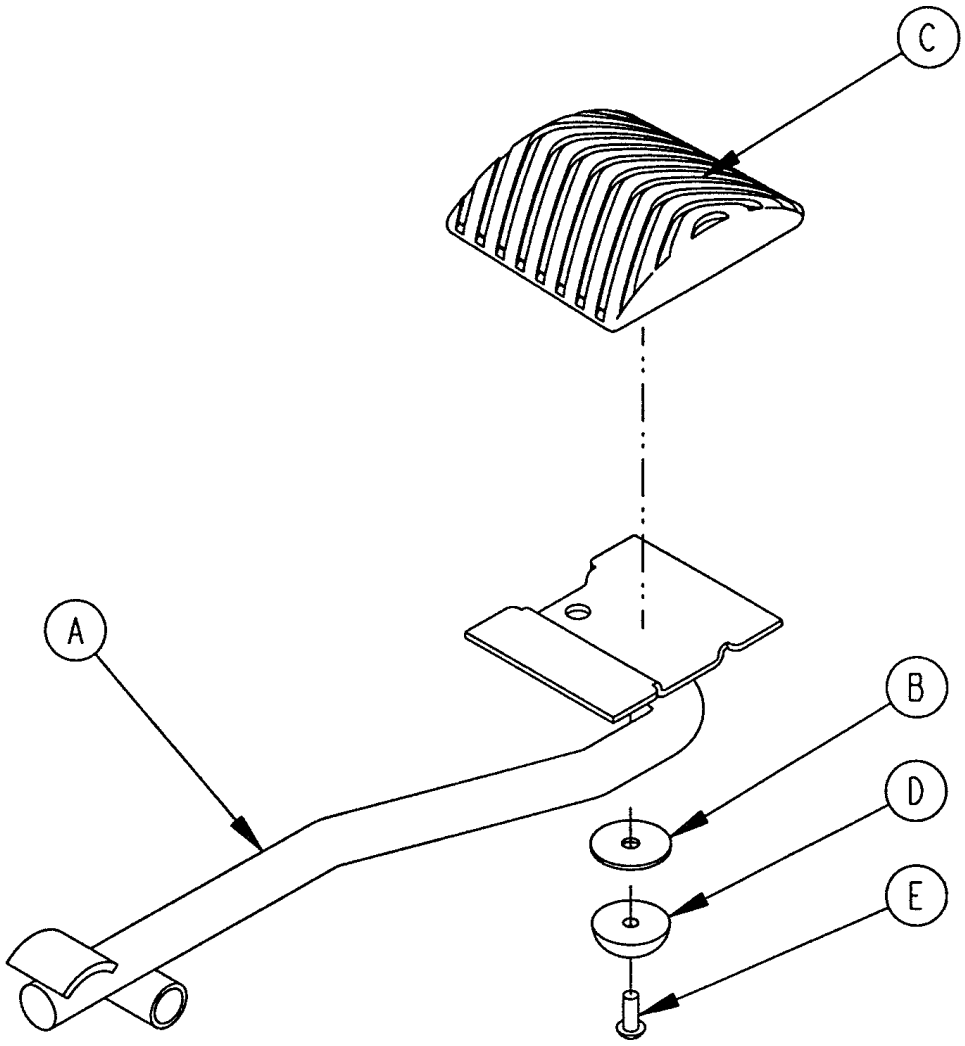
830–10–20 Release Pedal Assembly



Item	Part No.	Part Name	Qty.
A	830–10–21	Release Pedal Ass'y	1
B	11–271	Washer	1
C	715–1–126	Side Control Pedal Pad	1
D	946–1–155	Bumper	1
E	2–18	Rd. Hd. Machine Screw	1

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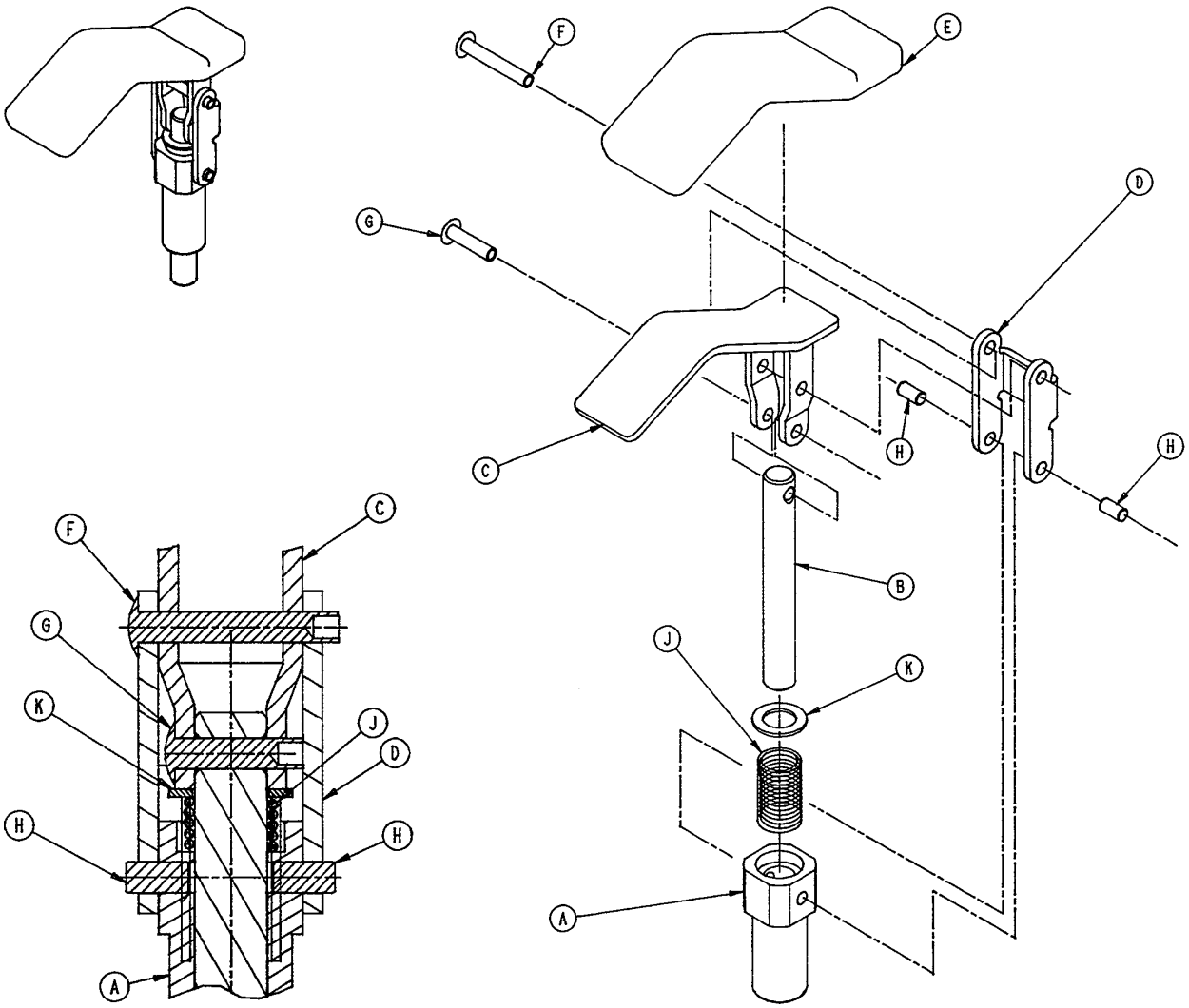
830–10–10 Brake Assembly



Item	Part No.	Part Name	Qty.
A	830–10–15	Mounting Block	1
B	830–10–14	Actuator Shaft	1
C	830–10–11	Pedal Assembly	1
D	830–10–13	Lever Arm	1
E	716–1–275	Brake Pedal	1
F	25–106	Semi–Tubular Rivet	1
G	25–113	Semi–Tubular Rivet	1
H	26–215	Dowel Pin	2
J	38–279	Compression Spring	1
K	11–286	Flat Washer	1

A complete brake assembly (including the brake tip and foot, not shown here) is part number 830–10–450. The brake tip and foot assembly (not shown here) is part number 830–10–451.

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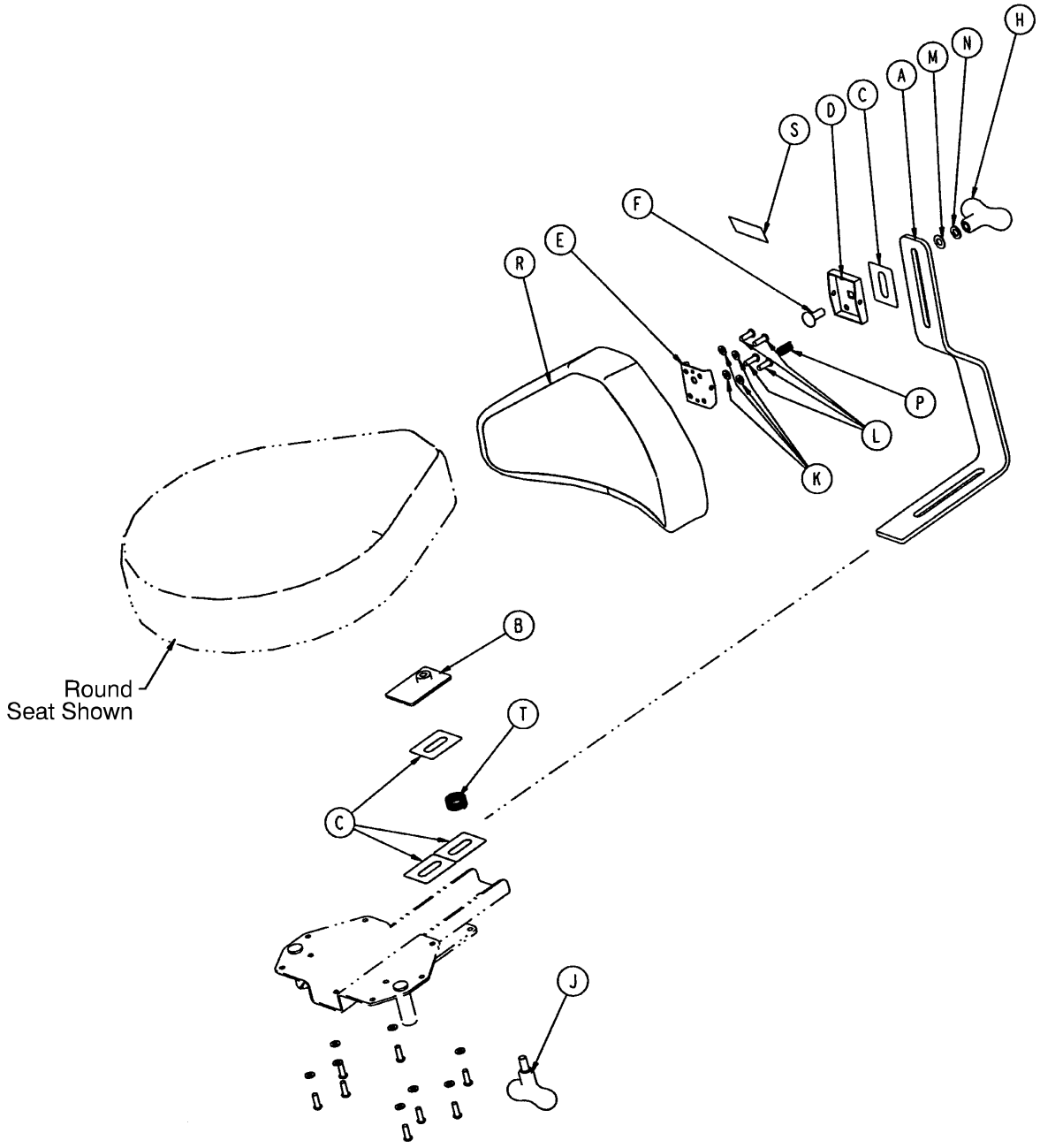
830–700–1 Optional Backrest Assembly



Item	Part No.	Part Name	Qty.	Item	Part No.	Part Name	Qty.
A	830–20–34	Backrest Support Bar	1	K	12–12	Lockwasher	12
B	830–20–35	Clamp Weldment	1	L	4–161	H. Soc. But. Hd. Cap Scr.	12
C	830–20–38	Wear Strip	4	M	14–20	Nylon Washer	1
D	830–20–28	Female Hinge	1	N	11–54	Flat Washer	1
E	830–20–26	Male Hinge and Pin	1	P	830–20–25	Hinge Spring	1
F	830–20–27	Flat Hd. Carriage Bolt	1	R	830–20–20	Back Rest Assembly	1
H	24–45	T–Handle, Female	1	S	830–91–3	Rotation Label	1
J	24–44	T–Handle, Male	1	T	38–278	Compression Spring	1

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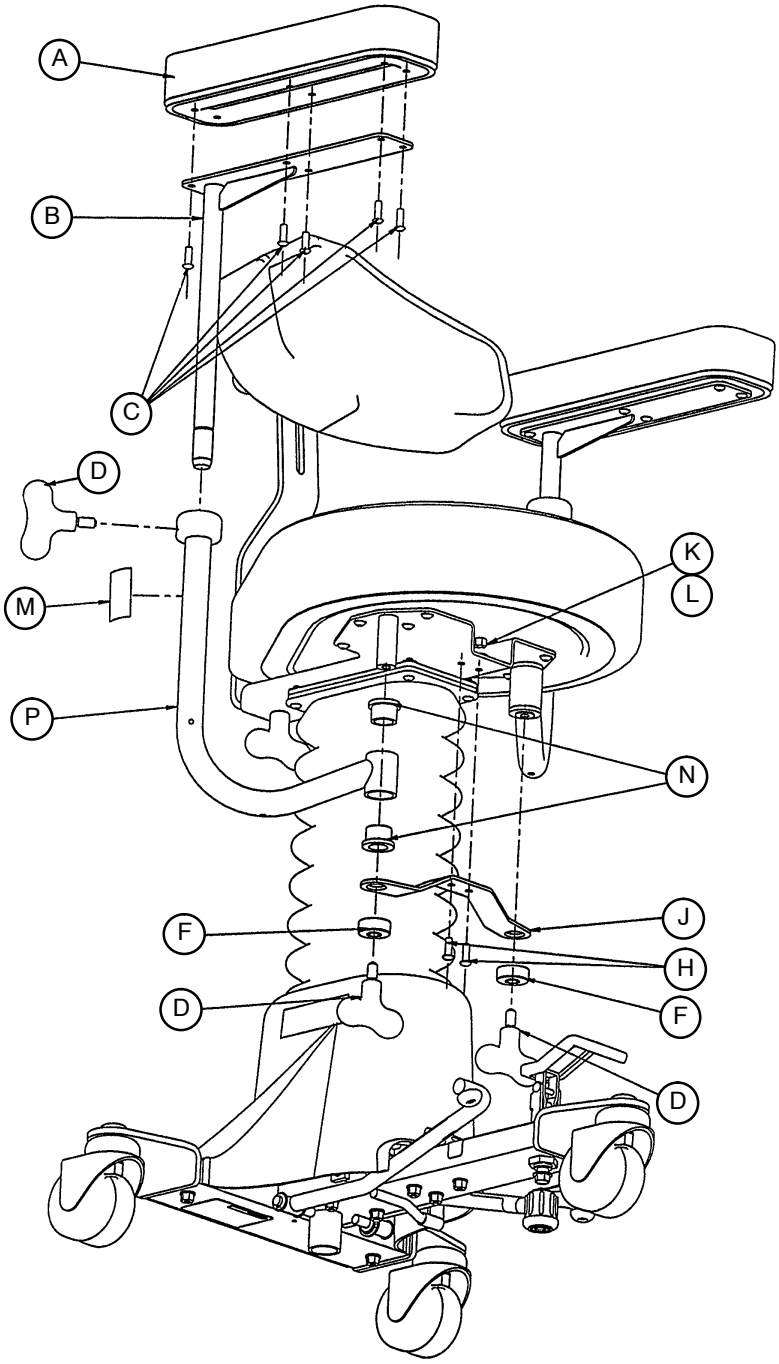
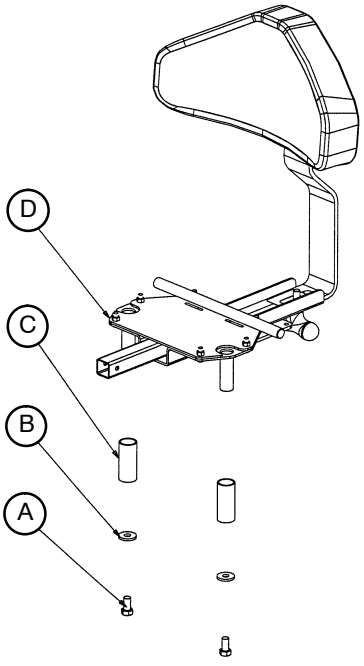
830–40–100 Optional Wrist Rest Assembly





Spacer Assembly
(No Wrist Rests)

Item	Part No.	Part Name	Qty.	Item	Part No.	Part Name	Qty.
A	830–40–30	Wrist Rest Pad Ass'y	2	A	3–21	Hex Hd. Cap Screw	2
B	830–40–10	Wrist Rest Weldment	2	B	11–262	Washer	2
C	4–193	Hex Soc. But. Hd. Cap Scr.	12	C	830–40–201	Spacer	2
D	24–44	T–Handle (Male)	4	D	(page 13)	Seat Assembly	Ref.
F	830–40–27	Clamp Bushing	2				
H	4–161	Hex Soc. But. Hd. Cap Scr.	2				
J	830–40–24	Clamping Bracket	1				
K	16–28	Nylock Nut	2				
L	11–63	Flat Washer	2				
M	830–91–3	Rotation Label	2				
N	81–230	Flange Bearing	4				
P	830–40–20	Wrist Rest Supt. Wldmt.	2				

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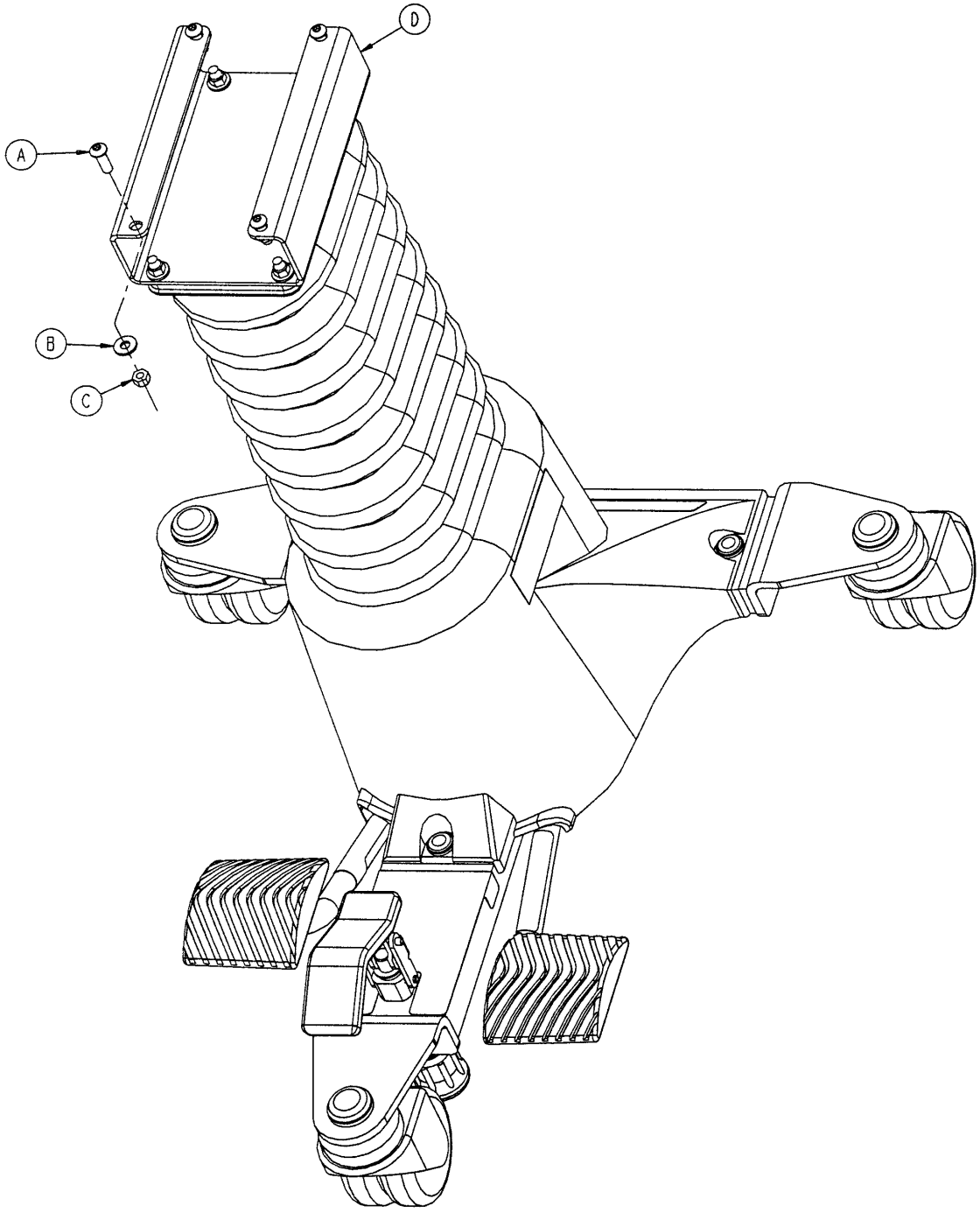
830–201–28 Optional 2” Seat Riser Assembly



Item	Part No.	Part Name	Qty.
A	4–161	Button Hd. Cap Screw	4
B	11–63	Flat Washer	4
C	16–28	Nylock Nut	4
D	830–21–13	Seat Riser	1

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Warranty

Limited Warranty:

Stryker Medical Division, a division of Stryker Corporation, warrants to the original purchaser that its products should be free from defects in material and workmanship for a period of one (1) year after date of delivery. Stryker's obligation under this warranty is expressly limited to supplying replacement parts and labor for, or replacing, at its option, any product which is, in the sole discretion of Stryker, found to be defective. Stryker warrants to the original purchaser that the frame and welds on its beds will be free from structural defects for as long as the original purchaser owns the bed. If requested by Stryker, products or parts for which a warranty claim is made shall be returned prepaid to Stryker's factory. Any improper use or any alteration or repair by others in such manner as in Stryker's judgement affects the product materially and adversely shall void this warranty. Any repair of Stryker products using parts not provided or authorized by Stryker shall void this warranty. No employee or representative of Stryker is authorized to change this warranty in any way.

Stryker Medical stretchers are designed for a 10 year expected life under normal use conditions and appropriate periodic maintenance as described in the maintenance manual for each device.

This statement constitutes Stryker's entire warranty with respect to the aforesaid equipment. STRYKER MAKES NO OTHER WARRANTY OR REPRESENTATION, EITHER EXPRESSED OR IMPLIED, EXCEPT AS SET FORTH HEREIN. THERE IS NO WARRANTY OF MERCHANTABILITY AND THERE ARE NO WARRANTIES OF FITNESS FOR ANY PARTICULAR PURPOSE. IN NO EVENT SHALL STRYKER BE LIABLE HEREUNDER FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING FROM OR IN ANY MANNER RELATED TO SALES OR USE OF ANY SUCH EQUIPMENT.

To Obtain Parts and Service:

Stryker products are supported by a nationwide network of dedicated Stryker Field Service Representatives. These representatives are factory trained, available locally, and carry a substantial spare parts inventory to minimize repair time. Simply call your local representative, or call Stryker Customer Service at (800) 327−0770.

Service Contract Coverage:

Stryker has developed a comprehensive program of service contract options designed to keep your equipment operating at peak performance at the same time it eliminates unexpected costs. We recommend that these programs be activated *before* the expiration of the new product warranty to eliminate the potential of additional equipment upgrade charges.

A SERVICE CONTRACT HELPS TO:

- Ensure equipment reliability
- Stabilize maintenance budgets
- Diminish downtime
- Establish documentation for JCAHO
- Increase product life
- Enhance trade−in value
- Address risk management and safety

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Stryker offers the following service contract programs:

SPECIFICATIONS	GOLD	SILVER	PM* ONLY
Annually scheduled preventative maintenance	X		X
All parts,** labor, and travel	X	X	
Unlimited emergency service calls	X	X	
Priority one contact; two hour phone response	X	X	X
Most repairs will be completed within 3 business days	X	X	
JCAHO documentation	X	X	X
On−site log book w/ preventative maintenance & emergency service records	X		
Factory−trained Stryker Service Technicians	X	X	X
Stryker authorized parts	X	X	X
End of year summary	X		
Stryker will perform all service during regular business hours (9−5)	X	X	X

* Replacement parts and labor for products under PM contract will be discounted.
** Does not include any disposable items, I.V. poles (except for Stryker HD permanent poles), mattresses, or damage resulting from abuse.

Stryker Medical also offers *personalized* service contracts.

Pricing is determined by age, location, model and condition of product.

For more information on our service contracts, please call your local representative or call (800) 327−0770 (option #2).

Return Authorization:

Merchandise cannot be returned without approval from the Stryker Customer Service Department. An authorization number will be provided which must be printed on the returned merchandise. Stryker reserves the right to charge shipping and restocking fees on returned items.

SPECIAL, MODIFIED, OR DISCONTINUED ITEMS NOT SUBJECT TO RETURN.

Damaged Merchandise:

ICC Regulations require that claims for damaged merchandise must be made with the carrier within fifteen (15) days of receipt of merchandise. DO NOT ACCEPT DAMAGED SHIPMENTS UNLESS SUCH DAMAGE IS NOTED ON THE DELIVERY RECEIPT AT THE TIME OF RECEIPT. Upon prompt notification, Stryker will file a freight claim with the appropriate carrier for damages incurred. Claim will be limited in amount to the actual replacement cost. In the event that this information is not received by Stryker within the fifteen (15) day period following the delivery of the merchandise, or the damage was not noted on the delivery receipt at the time of receipt, the customer will be responsible for payment of the original invoice in full.

Claims for any short shipment must be made within thirty (30) days of invoice.

International Warranty Clause:

This warranty reflects U.S. domestic policy. Warranty outside the U.S. may vary by country. Please contact your local Stryker Medical representative for additional information.

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European Representative

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